**JOB DESCRIPTION**

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| **Job Title:** | Strategic Central Services Manager |
| **Reporting to:** | Chief Executive |
| **Salary:** | £40,000 pa (pro rata) |
| **Hours of Work:** | 30 hours per week |
| **Location:** | Remote with occasional travel to Wolverhampton |

**Job Purpose**

The postholder is responsible for effectively developing and implementing the Haven’s Central Services Strategy and lead on strategic business planning.

Work closely with development, finance and services to manage a creative and innovative central services function

**Main Duties and Responsibilities**

1. Lead on development and implementation of the central services strategy in line with The Havens strategic plan.
2. Maintain contact with consultants, partners and vendors and establishing a good relationship with them for the progress of the charity.
3. Responsible for procurement, and regularly review and evaluation and effectiveness of consultancy or inhouse support i.e. HR, IT, H&S, Data and Performance
4. Put in place an effective central services function which supports senior team to forward plan and promote service development and quality.
5. Oversee charity performance and bring recommendations for improvement and efficiency
6. To assist in improving productivity of the charity and devise ways of tracking improvements in the business.
7. responsibility for coordinating systems involving technical and informational base of the Charity.
8. Develop effective and efficient methods of dealing with the challenges faced by the Haven through creative central services support
9. Provide a high level of expertise and assistance to the support team

**Key relationships**

1. The role involves working closely with external agencies to ensure assurance and value for money e.g., contractors, building design, housing associations, IT, H&S and Data auditors,
2. The post holder will be a member of the Strategic Team and will be required to participate in Strategic Team Meeting, Finance and Fundraising Sub Committee, and Board Meetings to provide effective leadership and contribute to developing organisational strategic objectives.
3. To report to Chief Executive and updates to the lead board member for Health and Safety.
4. Line Manage designated staff within Central Services Function and to oversee procurement of services outsourced.

**Reports and Information**

1. To prepare and present reports to the senior management team for H&S, IT, Data and Performance and HR
2. To develop and implement effective management and monitoring information systems.
3. To lead the process for procurement of specific central services functions
4. Preparation, management, and oversight of business continuity plan, including regular testing and updates and new measures to manage risk
5. Develop, implement, and review systems and procedures for improving performance; ensure efficiency across all areas are communicated and monitored with teams at all levels.

**General duties and responsibilities**

1. To ‘Act Up’ in the absence of the Chief Executive.
2. To undertake such other duties, training and/or hours of work as maybe reasonably required, and which are consistent with the general level of responsibility of this job.
3. To have personal responsibility for maintaining personal and professional development to meet the changing demands of the job and The Haven, by undertaking appropriate training and development activities. This includes encouraging and supporting staff and managers in their training and development.

**PERSON SPECIFICATION**

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| Essential skills and qualities | Desirable skills and qualities |
| **Education and Qualification** |
| * Degree in Business Administration, Project Management or its equivalent
 | * Project Management qualification
* CIPD / HR Qualification
* Health and Safety Qualification
* Procurement Qualifications
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| **Experience** |
| * Substantial, demonstrable management experience
* Recent Experience of working at a strategic level within central services /business function
* Experience of procuring and managing outsourced projects / functions to ensure efficiency and value for money
* Experience of successful relationship building; coaching and successfully developing individuals, and managing partnerships and contracted arrangements
 | * Experience in working in the charity sector
* Experience of working within quality system frameworks.
* Experience of managing change
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| **Abilities, Skills, Knowledge** |
| * Expertise in the use of technologies to help develop services, creative approach to design and innovative thinking
* Ability to analyse and use various research methods to review efficiency and return on investment
* Review high cost areas and make recommendations – think creative and innovation
* Strong skills in working with people and human resource management
* Ability to support opportunities on for development, and support with shaping services from a central services perspective
* Ability to evaluate, appraise, cost, and consider business risks and continuity planning
* Ability to develop consultant briefs/ proposals / business plans and pursue them to successful completion
* Ability to review policies and procedure and update to manage risk and safeguards
* Effectiveness in time management and the organization of staff
* Efficiency in communicating complex information to staff at different levels
* Ability to handle sensitive business information
* in-depth understanding of the nature of the Haven business to be able to provide the needed support to it.
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| **Other requirements** |
| * Understands and communicates The Haven’s business plan and priorities and ensure team members performance objectives are aligned with them
* Be committed to the aims and objectives of The Haven Wolverhampton in supporting women and any dependent children who are homeless
* To take a woman-centred approach to all aspects of the role, considering and including the voices of women and children as front and centre in our narrative as an organisation
* Able to work unsociable hours on occasions if required to undertake internal Haven activities or external continued professional development activities
* Committed to providing a high standard of work and continuous improvement
* Committed to supporting your staff team and their learning and growth
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**COMPETENCIES**

**Innovative and Creative Thinking** – Thinks ' outside the box' to develop new ideas and to create break through solutions to current and future challenges, projects, proposals and opportunities

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| **Competency Level** | **Focus** | **Behavioural Criteria** |   |
| **1 - Essential** | Open to new ideas to embrace challenges | Frequently brainstorms |
| Leverages appropriate resources from around The Haven and its partners |
| Open to new ideas and potential solutions to old problems and challenges |
| Finds ways of improving existing situations and solutions |
| **2 - Essential** | Works to develop new solutions to existing challenges | Looks at situations and challenges from different situations and angles |
| Starts with "what's required" rather than "what exists" or "what's possible" |
| Evaluates many potential solutions against criteria of relevance and effectiveness |
| Asks questions and constructively challenges current ways of doing things |
| **3 - Essential** | Anticipates future challenges & opportunities and their solutions | Identifies new / different ways of doing things and approaching situations |
| Works with models, diagrams and pictures |
| Analyses wider environment and associated factors to anticipate future projects/reviews required for The Haven to meet its strategic aims |
| Keeps up to date with the competitive environment and external environmental and political climate changes that will affect The Haven |
| Brings ideas from other environments and applies to The Haven’s situation |
| **4 - Desired** | Facilitates an innovative culture within The Haven | Creates a calculated risk- friendly and entrepreneurial culture |
| Thinks outside the apparent limitations of a situation |
| Creates frameworks and policies that encourage an innovative culture |
| Finds ways to recognise and reward innovative thinking |
| Models and champions innovative thinking |

**Team Working** – Builds and contributes to, the effective team working of both own team, and inter teams, to ensure The Haven achieves its goals

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| **Competency****Level** | **Focus** | **Behavioural Criteria** |
| **1 - Essential** | Builds and manages own team | Clarifies roles and responsibilities of own team |
| Establishes mechanisms to ensure effective communication within own team |
| Ensures relevant information is shared with own team |
| Resolves conflicts within own team |
| Promotes culture of effective team working by aligning effort, valuing contributions, sharing profile, encouraging accountability  |
| **2 - Essential** | Makes use of other teams / team members | Appropriately includes members of other teams in decision making |
| Leverages expertise of others within the wider organisation |
| Considers congruence of own teams goals and goals of other parts of The Haven |
| Identifies opportunities to help colleagues/other team and asks for help from other parts of The Haven when appropriate |
| Recognises contributions of virtual team and expresses appreciation |
| **3 - Essential** | Generates virtual team work across the organisation | Seeks active collaboration with others, takes initiative and bears responsibility for shared goals across the organisation |
| Promotes credibility of other parts of the organisation / virtual team |
| Recognises work of other parts of the organisation and inputs/gives constructive feedback as appropriate. Shares suggestions for improvement |
| Pays attention to process of virtual team and makes appropriate suggestions |
| **4 - Desired** | Champions and models teamwork as a value; Creates an environment conducive to team work | Inspires others to co-operate, creates pre-conditions for effective teamwork across the organisation |
| Works with other leaders to identify potential conflicts between different teams and resolve them. Takes responsibility for success of The Haven as an integrated team. Does not think or act in silos |
| Places organisational goals ahead of functional, team or individuals goals |
| Collaborates with other leaders to establish and champion processes and policies which promote team working across company |

**Results Focus** – Focuses on achieving goals and results which contribute to organisational strategy and assist in meeting business plans; willing to persist in the face of obstacles

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| **Competency****Level** | **Focus** | **Behavioural Criteria** |  |
| **1 - Essential** | Understand The Haven’s priorities and work towards agreed goals | Works to understand the strategy and results that The Haven is driving |
| Shows a strong sense of urgency when solving problems and getting priority work done |
| Plans and runs meetings to ensure best use can be made of time |
| Demonstrates high degree of flexibility when faced with obstacles |
| Works to understand how decisions will impact both short and long term strategies and plans |
| **2 - Essential** | Drives others to achieve results and focus on priorities | Demonstrates 'role model' results focused behaviour |
| Systematises routine work to ensure time can be spent on critical activities |
| Provides regular feedback for team members and encourages development |
| Helps others to achieve goals by removing obstacles and escalating issues as necessary |
| Constructively challenges decisions with which deflect from achievement of results |
| **3 - Essential** | Contributes to creating a results focused environment and culture | Contributes to decisions which will enable the achievement of priority both 'hard' and ' soft' results in order to achieve strategy |
| Challenges activities/policies/strategies and proposes alternatives when it is apparent resources/time etc. are being used ineffectively |
| Ensures the agreement of measurable objectives which drive results that contribute to the achievement of the strategy  |
| Continuously reviews and revises goals to ensure their relevance to strategy  |
| Champions the values of working smarter and focusing on results |
| **4 - Desired** | Creates and drives a results focused environment and culture | Ensures the creation and implementation of programmes that reward results focused employees |
| Makes and drives decisions which enable the achievement of both hard and soft results which contribute to the strategic aims of The Haven |
| Creates strategies, policies and plans which focus on achieving objectives / results |
| Champions the value of "doing the right things" |

**Strategic Thinking** – Analyses service users’ needs and ideas generated by self or others for potential competitive advantages; identifies and brings to implementation potential approaches / solutions to provide competitive advantage

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| **Competency****Level** | **Focus** | **Behavioural Criteria** |   |
| **1 - Essential** | Understands The Haven’s strategy and its implications on work of own group | Aligns work to The Haven’s strategy and priorities |
| Analyses the potential benefits/risks of different strategies |
| Communicates The Haven’s strategy and assists others in understanding how their own work contributes to it |
| Recognises strengths and weaknesses of own team / organisation and their impact on own/others' ability to achieve objectives |
| **2 - Essential** | Create and implement plans which contribute to The Haven’s strategy | Applies recognised processes and tools in order to analyse and prioritise client needs/market situation/competitor activity etc. |
| Creates comprehensive plans to assist own team in implementing strategy |
| Thinks about skills of the team in terms of current and future needs and takes action to build skills in line with future organisational needs |   |
| Communicates strategic direction in a tangible, engaging way |
| **3 - Essential** | Contribute to creating strategies to maximise opportunities for progress | Works with others to define strategic approach and goals |
| Devises new approaches to problems / issues based on the need or objectives, rather than always applying whatever approach has been used in the past or is being used by others |
| Works with others to create communication plans to ensure engagement of others in strategic approach |
| Observes and identifies opportunities for strategic advantage and works with others to create proposals to benefit the company |
| **4 - Desired** | Creates an environment which encourages and develops strategic perspective | Communicates widely and in an engaging and inspiring manner regarding the potential opportunities open to The Haven |
| Works with clients / SMT / CEO / Board to ensure understanding regarding the ways in which The Haven can assist Local Government and partners in progressing their own strategies |
| Reviews The Haven’s strategy and proposes changes which could further benefit the organisation (e.g. new organisational structures, business development strategies, cost modes). |